



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

December 16, 2009

Martin Peterson, CFO  
Greater Santa Ana Business Alliance  
2020 North Broadway, 2nd Floor  
Santa Ana, CA 92706

Dear Mr. Peterson:

**RE: Final MONITORING VISIT REPORT for Greater Santa Ana Business Alliance –  
ET09-0152**

Date of the Visit:	10/06/09
Beginning/Ending Time:	1:00 pm – 2:30 pm
Date of Last Visit:	4/08/09
Visit Location:	Santa Ana
Persons in attendance:	Marty Peterson, CFO, GSABA; A.K. Thakore, President, Saisoft, Inc. (Subcontractor); and Krista Campion, Contract Analyst, Employment Training Panel
Action Required:	No

## CONTRACT INFORMATION

Term of Agreement:	7/02/08 – 7/01/10	Agreement Amount:	\$1,301,484
Training Start Date:	7/07/08	No. to Retain:	703
Date Training must be Completed:	4/01/10	Range of Hours:	24 – 200
Type of Trainee:	Retrainee & SET Retrainee	Weighted Ave. Hours:	Jobs 1 & 3 – 100 Jobs 2 & 4 – 107 Job 5 – 114 Job 6 – 138

## ***ACTION ITEMS REMAINING FROM THE PRIOR VISIT:***

- None

SACRAMENTO CENTRAL OFFICE  
1100 J Street, 4<sup>th</sup> Floor  
SACRAMENTO, CA 95814  
(916) 327-5640

N. HOLLYWOOD REGIONAL OFFICE  
4640 Lankershim Blvd., Suite 311  
NORTH HOLLYWOOD, CA 91602  
(818) 755-1313

S.F. BAY AREA REGIONAL OFFICE  
1065 East Hillsdale Blvd, Suite 415  
FOSTER CITY, CA 94404  
(650) 655-6930

SAN DIEGO REGIONAL OFFICE  
5353 Mission Center Road, Suite 110  
SAN DIEGO, CA 92108  
(619) 686-1920

## **FINAL REPORT SUMMARY**

- **HISTORY OF AGREEMENT CHANGES**

The Agreement was executed on 9/25/08. Training commenced on this project on 7/08/08 and Mr. Thakore confirmed that the last day of ETP training was 7/15/09, which allows for the 90-day retention period to be completed within the term ending date of the Agreement of 7/01/10.

ETP approved two Modifications to the Agreement during the term of this project. Revision No. 1 revised the number of trainees between Job Numbers 1 and 2. Revision No. 2 added training topics to the Agreement curriculum and revised the number of trainees between Job Numbers 5 and 6.

- **INTERVIEW WITH MARTY PETERSON, VICE PRESIDENT, OF GREATER SANTA ANA BUSINESS ALLIANCE; and A.K. THAKORE, PRESIDENT OF SAISOFT (TRAINING VENDOR)**

This Multiple Employer Contract (MEC) training project was designed to provide retraining for approximately 700 retrainees in Computer Skills – Advanced Technology for a variety of industries. The participating employers in this Agreement were located statewide because the majority of this training was provided on-line via virtual classroom.

Mr. Peterson and Mr. Thakore reported that this training project served a total of 331 participating employers in California, of whom 209 (63%) were small businesses. The training benefited the participating employers by providing IT staff the necessary Advanced Technology skills needed to program, manage and administer Oracle, SQL Server, MySQL, Linux, Windows Server, Apache Web Server Administration, .NET Programming, PHP Programming and Cisco skills using the latest version of the hardware and software. Mr. Thakore reported that the most requested training from employers was MS Windows 2008 Server Administration, MS Windows 2008 Network Infrastructure and MS Exchange 2007 Server.

Participating employers came primarily from manufacturing industries, computer software developers and IT services companies. Mr. Peterson reported that this training helped businesses to be on the cutting edge of technology to become more competitive and run more efficiently, and helped GSABA fulfill its mission to assist companies in achieving success.

GSABA projects to earn 100% of the Agreement amount when the final closeout invoice is approved by ETP (see discussion below for the details on projected earnings).

**PROJECT STATUS PROVIDED BY THE CONTRACTOR**

Trainees Started Training:	810	Completed Training:	790
Trainees Enrolled:	810	Completed Retention:	790
Dropped Following Enrollment:	20	In Retention Period:	0
No. Completed Minimum Reimbursable Hours :	790		

**PROJECTED EARNINGS / NUMBER TO RETAIN**

The Final Closeout Invoice was submitted to ETP and processed. ETP approved placements for 670 trainees and an additional 120 trainee placements are in review status for a total of 790 placements. The ETP class/lab tracking system confirms a total 37,410 hours of training and 790 trainees as meeting the minimum required training hours of 24. As stated above, GSABA projects 100% earnings in this Agreement, which is supported by the hours entered in the ETP class/lab tracking system.

The following are the performance statistics shown in the ETP class/lab tracking system as of the date of this report:

Job Number - #Specified To Retain	Number of Retraintees In Tracking System	Range of Training Hours Completed	Projected Number to be Retained
Job 1 – 211 (Priority Retraintee)	191	24 – 200	191
Job 2 – 169 (Retraintee)	160	24 – 200	160
Job 3 – 169 (Priority Retraintee)	229	24 – 196	229
Job 4 – 122 (Retraintee)	160	24 – 200	160
Job 5 – 11 (SET Priority Retraintee)	18	24 – 108	18
Job 6 – 21 (SET Retraintee)	32	24 – 200	32
Total - 703	790	24 – 200	790

**Please be advised that GSABA may have exceeded the maximum funding allowed in Job Numbers 1, 3, 5 and 6 which will be determined following the ETP Fiscal review process, when the final support costs are calculated. The total maximum available funding in this project is \$1,301,484.**

## **AUDIT**

You are advised that Greater Santa Ana Business Alliance will be notified in writing if this Agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

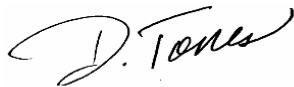
- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

## **RECORD RETENTION**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding the information in this letter, please contact Ms. Campion at 619-686-1917, or at [kcampion@etp.ca.gov](mailto:kcampion@etp.ca.gov), within ten (10) working days from the receipt date of this letter.

Sincerely,



Diana Torres, Manager  
San Diego Regional Office



Krista Campion, Contract Analyst  
San Diego Regional Office

cc: A.K. Thakore, President, Saisoft, Inc.  
Master File  
Project File